Dear Robert, 2/27/75

The new Sony TC 55 I bought Saturday is defective.

I didn't use it until today when I learned it.

When I got to the interview Saturday the person I had notified I'd be coming had a recorder all set up, so I didn't use this one then at all.

Today I was on WTTG's Panorama with Jones Harris and Howard Willens. I had a friendwith me and I wanted a tape. Because I knew it would lasy less than an hour I put the cheap batteries I'd bought Saturday in.

They got no tape at all. The thing didn't move! And when I was off, only 45 minutes later, and checked it those fresh batteries tested dead!

The cassette was not defective. I tested it in my TC40.

When I connected the electric adapter to the TC 55 with the dead batteries in it, it did go forward. But it would not rewind. I tried this without a cassette and it also did not rewind. Meaning didn't move.

Maybe the Burgess batteries were bad although new. It would take some use of the machine to determine if there is anything wrong in the forward made.

But a brand new machine that will not rewind before it is even used?

If I send this back to Sony I'll be without the second machine I can't begin to imagine how long.

And I'm scared. This is much money for me, I require dependability or I'd have gotten another machine for more than $100 less.

I don't know what can be done but I'd appreciate it much if the store would return this machine to the factor and replace it with another new one. It really hasn't been used. Not thebatteries or the tape or the earphone (the last two not touched even).

If they will do this I'd rather have the updated model of my old and remarkably dependable TC 40, the TC45 I almost bought. If this happens to me once on an interview it can cost more than the machine. I'm afraid now in part because I am inclined to attribute the problem to problems of mineraturization.

I'd appreciate it if you would speak to the store. I find I do not have your phone number or I'd have called you tonight. I do need a second machine for dubbing.

The carrying strap also hasn't been taken out of its wrapper.

While the list on the TC 55 is higher than that of the TC 45, they sold this for a little less than the TC 45. I'd pay the difference, of course. Also, I'll ask Jim if he needs any Sony tapes. If he does I'll get them the same time. They are less than he pays.

The sales slip has no number. The initials of the salesman are not clear. Looks like XB.

I do not know what Sony does about these things. Like suppose it was a gift. Is there a means of replacing through a local dealer if defective on sale? If that is the case, I can do it in Washington once there is a way of informing or convincing that dealer.

If you can find time to see what can be done about this soon it would be helpful. Not only because for this this is very much money but I do need another machine now and having bought this relatively expensive one I'll still have to go out and get a machine I won't need when this is taken care of. That I can't afford also.

One gratification of a taxing and tiring weekend was finding that Robbie still has that remarkable disposition. He's a marvelous kid!